

G/On Release Note

The latest information regarding the G/On software

G/On 5.6

Document revision 1.5

2013-09-24

About this document

This document provides the release information about the G/On software.

If you do not find the information you need in this document, you may want to look in the other documents in the G/On software documentation suite:

<http://www.giritech.com/int/Support-Download/Product-Download/G-On-5.6-Product-Download>



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Version History

Version History

Version	Date	Changes
5.6.1-6	2013-09-24	Release of version 5.6.1
5.6.0-19	2012-10-03	New build of 5.6.0 with a few bug fixes.
5.6.0-18	2012-09-24	Broken – not to be used.
5.6.0-17	2012-08-13	Release of version 5.6.0

Upgrade Notes

General Guidelines for all Upgrades

Handling of Problems with the autorun.inf file

See the description of the following issues, later in this document:

0002041 Client update may fail because autorun.inf is locked (fixed in 5.5.0)

0002376 Autorun.inf is deleted when upgrading to 5.5 (known issue in 5.5.1 and 5.5.0)

Handling of memory consumption issue during upgrade

When upgrading, you may experience problems with long upgrade times and high memory consumption on the server during upgrade. In extreme cases, this may cause the server to crash. In case you run into this issue, please use one of the following procedures for pruning the access log in the database.

If upgrading from 5.5.0 or earlier

Before upgrading, use one of the SQL scripts in the archive: cleanup_access_log_G-On_5.4.1.zip, found on the “Installation Packages Download Page” at www.giritech.com. Note: do not use these scripts, if upgrading from 5.5.1 or later.

If upgrading from 5.5.1 or later

Before upgrading, use the server command described in the G/On Server Manual, in the section: “Pruning the database”. Note: this command is not available in version 5.5.0 and earlier.

Manually added/changed configuration files

A configuration file, which has been added/changed manually in a folder of the old version of G/On, will during the upgrade simply be copied to the appropriate folder of the new version. If there already is a file with that name in the folder of the new version, then this file will be saved in the same folder with a name that is the original name plus the suffix: 0001.bak.

So, if there is a file with suffix 0001.bak in a folders of the new version after the upgrade, this is a sign that an original configuration file was changed in the old version, and that this changed file is now being used with the new version.

Caution: it is possible that the changed file from the old version does not work with the new

version. It must be manually verified that the changed file makes sense in the new version, by comparing it to the original file for the new version (the one with suffix: 0001.bak).

After verifying/updating the changed file so it works with the new version, delete the original file for the new version (the one with suffix: 0001.bak). If you forget to delete it, it will be renamed to *.0001.bak.0001.bak the next time you upgrade G/On to a new version.

Manually added GPM files

If a GPM file has been manually added to the gpms folder of the , these are not copied to the new version during an upgrade. This could e.g. be the GPM file with the G/On OS linux image, or it could be other packages that the customer or partner has made.

Therefore, such GPM files must be manually copied to the new version.

Upgrades Across Multiple Versions to 5.6.1

Please follow these instructions when upgrading from different versions, to version 5.6.0:

Old Version	Instruction for upgrading to 5.6.1
Version 5.3.0	<p>Upgrade the G/on Servers, first to 5.3.1, then from 5.3.1 to 5.6.0. Afterwards, perform all the manual steps described below, in all the version specific guidelines, in the order from lowest version number to highest version number.</p> <p>Afterwards, when connecting a G/On client to the 5.6.0 system, the client will be upgraded in two steps: first the client will be upgraded to 5.4.1, and then the client will be upgraded from 5.4.1 to 5.6.0. The user will be guided through both steps.</p>
All versions between 5.3.1 and 5.6.0, both included	<p>You can upgrade directly to 5.6.1 but afterwards you must perform the manual steps described below in the order from lowest version number to highest version number, starting with the version number that you are upgrading from.</p> <p>Note that when upgrading from 5.4.0 or earlier, the automatic upgrade of the G/On client will be performed in two steps: first the client will be upgraded to 5.4.1, and then the client will be upgraded from 5.4.1 to 5.6.0. The user will be guided through both steps.</p>

Version Specific Upgrade Guidelines

The sections below each cover issues to be aware of - and possibly take action on - when upgrading from a version to the immediately following version.

5.6.0 to 5.6.1

- It is necessary to perform a manual step after the upgrade, if the DME (AppBox) menu action templates have been used, and the option `--manifest_url` or `--keep_offline_button` has been manually added to the command field. If this is the case, please take note of the details in those menu actions, and then delete and re-create the menu actions, using the DME templates supplied with 5.6.1. In these new templates, there are now separate fields for setting the two options. The new fields are called:
 - "Editing and saving"
 - "Manifest URL"

- In order to use DME AppBox with G/On version 5.6.1, it is required that users update their DME client to version DME 4.1.6 for iOS or DME 4.1.5 for Android – or a later version.

5.5.1 to 5.6.0

- OBS: In 5.6.0, there are new Java dependencies for the G/On Server Configuration and G/On Management programs when running on 64 bit Windows OSs. Both 64 bit and plain (32 bit) versions of the two programs are included, and must be used as follows:
 - On 64 bit Windows OSs, the 64 bit version of the programs must be used, and a 64 bit version of the Java runtime environment (JRE) must be installed.
 - On 32 bit Windows OSs, the 32 bit version of the programs must be used, and a 32 bit version of the Java runtime environment (JRE) must be installed.
- It is necessary to perform a manual step after the upgrade, if any of the following templates have been used:
 - all_fields_http_proxy
 - g-on-os_browse_http_proxy
 - mac_firefox_http_proxy
 - mobile_built_in_browser_http_proxy
 - win_firefox_http_proxy
 - win_gipie_http_proxy
 - win_owa_firefox_http_proxy
 - win_owa_gipie_http_proxy

For all menu actions made from these templates, it must be considered whether they should allow single sign-on to given web sites (in earlier versions single sign-on was enabled by default, if the field “SSO login” was filled out).

If single sign-on should be allowed to a given web site (or range of web sites), an #auth directive must be added to the relevant host spec in the white list. See the explanation of white lists and the # auth directive in the G/On Server Manual in the part: “Management Reference”, chapter: “The Management Client”, section: “Element: Menu Action”, subsection: “Fields for defining client-server connectivity with HTTP and SOCKS proxy connections”.

- The templates for launching an application through a Citrix Web Interface with single sign-on, without showing the web page to the user have been discontinued:

- linux_citrix
- linux_mac
- linux_windows

Instead, it is recommended to use the Citrix XML templates for launching individual applications.

5.5.0 to 5.5.1

There are no manual steps required, between these versions.

5.4.1 to 5.5.0

- It is necessary to perform a manual step after the upgrade, if any of the following templates have been used:
 - mac_citrix_web
 - mac_citrix_xml_service
 - mac_citrix_xml_service_auto_settings

For all menu actions made from these templates, you have two choices: (1) delete and re-create the menu action or (2) edit the field: citrix_command by replacing the path to the executable:

/application_clients/mac/Citrix online plug-in.app

with this new path (on one line):

/application_clients/mac/Citrix Receiver.app/Contents/Resources/AppViewer/
Citrix Viewer.app/Contents/MacOS/Citrix Online Plug-in

- It is also necessary to perform a manual step after the upgrade, if the system is setup to connect to AD through ldap. In this case, the configuration of which fields are used as user an group id, will change after the upgrade. The effect of this will be that the users and groups registered will no longer be recognized by the system, unless a manual change to the ldap configuration file has been made. In order to repair this do the following:
 1. In the old system open the file "config.ini" in the folder:
"gon_server_management_service\win\plugin_modules\ldap\server_management"
 2. Check if the file contains the option "user_id" and/or "group_id". If either are there

take a note of their value.

3. In the upgraded system, start the Change Wizard and go to the ldap configuration page.
4. Replace the values for User Id property and Group Id property with either the value “dn” or the value noted at point 2.
5. Finish the wizard.

5.4.0 to 5.4.1

- If upgrading from 5.4.0 to 5.4.1 and the experimental template for “Window MSTSC with Server Side SSO” has been used in 5.4.0, it is necessary to perform a manual step after the upgrade, in order to complete the upgrade of this template.

Note: this step should *not* be performed, if upgrading directly to 5.5.0 or a later version.

- Copy the template file: `win_mstsc_rdp_con.xml` from the folder:
`gon_5.4.1-??\gon_server_management_service\win\templates\experimental`
to the folder:
`gon_5.4.1-??\gon_server_management_service\win\templates`

- In 5.4.0, the variable `%(user.login)` expanded to whatever the user had written in the “User name” field during login to G/On. It could, e.g., expand to: `nn@company.com`, if this was the user's input. In 5.4.1 the variable expands to the part of the user name that precedes the `@`-sign. So if the user has input: `nn@company.com`, the variable `%(user.login)` will expand to: `nn`. This change does not affect the menu action templates supplied by Giritech, but there could be custom templates, which rely on the “old” way of expanding the variable, and therefore need to be changed during the upgrade.

5.3.1 to 5.4.0

- TightVNC is replaced by TigerVNC as the standard VNC client to use with G/On on Windows. If you have menu actions based on the TightVNC template from 5.3, you can re-create them using the TigerVNC template. Do not delete the old menu actions before you are sure that the new ones, based on TigerVNC function in a satisfactory way. If you cannot make the new menu actions work the way you want, you always have the option of copying the TightVNC package and templates from the 5.3 installation, and use these in the 5.4 installation.
- Menu actions that were made using the "Windows mstsc template" before the upgrade, need to be manually corrected after the upgrade, in order to work on 64 bit versions of Windows 7 and Vista. Update the following fields, to the values indicated:
 - RDP File Lifetime: -1
 - Lock to Process PID: No
 - - or its sub processes: No
 - Close with Process: No
 - Kill on Close: Yes
- Menu actions that were made using the "Windows G/On Management template" before the upgrade, need to be manually corrected after the upgrade, in order to enable that the management client can be used for enrolling computer user tokens, which have been installed on the PC where the management client is running. Add the following option to the command in the Command field:

```
-gateway_server_session_id %(session.gateway_session_id)
```

5.3.0 to 5.3.1

- Please be aware that several menu action templates will be changed during the upgrade, in order to correct errors in the templates. If there are menu actions, which were created from the previous version of the templates, these must be processed manually after the upgrade, in order to include the corrections:
 - For menu actions based on the templates `linux_rdesktop` and `linux_rdesktop_my_pc`:
Change `'%(user.domain)'` to `'%(user.netbios)'` in the advanced field: Command, or delete and re-create the menu action.
 - For menu actions based on the templates `mac_rdc` and `mac_rdc_my_pc`:
Change `'%(user.domain)'` to `'%(custom_template.domain)'` in the advanced field: “RDC parameter file template”, or delete and re-create the menu action.
 - For menu actions based on the templates `win_gtsc` and `win_gtsc_my_pc`:
Delete and re-create the menu action.

Known Issues

Known issues in 5.6.1

The following issues are known, and have not yet been fixed.

General

Issue	Description
-	<p>Experimental packages and menu action templates are included in G/On 5</p> <p>The following packages and menu action template included in the installation program are experimental. They are unsupported, and may be removed in later versions.</p> <p>Experimental package definitions in gon_server_management_service\win\gpm\gpmdefs:</p> <ul style="list-style-type: none">• app_client_freerdp-win.gpmdef.xml• app_client_gauge-win.gpmdef.xml• app_client_grdprx-win.gpmdef.xml <p>Experimental template definition in gon_server_management_service\win\templates:</p> <ul style="list-style-type: none">• linux_freerdp.xml• win_freerdp.xml• win_grdprx.xml• generic_gauge.xml <p>When doing a fresh installation, the experimental packages and templates are placed in a sub-folder called “Experimental”, so they are not automatically deployed. If they are to be used, they must be moved to the parent folder.</p>

Issue	Description
0002376	<p>Autorun.inf is deleted when upgrading to 5.5 and later from 5.4.1 and earlier</p> <p>In order to address the issue that some antivirus programs will prevent G/On from writing autorun.inf to the token during an update, we provide all new G/On MicroSmart tokens with the autorun.inf file pre-installed. In accordance with this, autorun.inf is no longer included in the package with the G/On client for Windows.</p> <p>However, this has the undesirable consequence that autorun.inf is removed from all “old” tokens, during upgrades of the G/On client – both Hagiwara and MicroSmart and Soft Tokens.</p> <p>Workarounds:</p> <ul style="list-style-type: none">• For MicroSmart tokens and SoftTokens:<ul style="list-style-type: none">◦ Manually copy the autorun.inf file to the token, after the upgrade. The autorun.inf file can be found on the G/On server, in this folder: application_clients\win\Autorun◦ Alternatively, you can use the token without the autorun.inf file. On these tokens, the autorun.inf file only serves the purpose of specifying name and icon for the drive.• For Hagiwara tokens:<ul style="list-style-type: none">◦ Install the package collection “Basic Packages for Windows (Hagiwara)” using the G/On Management client. This includes the package app_client_autorun-win, which contains the autorun.inf file.◦ Alternatively, make a client installer including the package app_client_autorun-win, and with a setting to preserve the identity of the token that it is being installed on. Then ask users to exit the G/On client and run this client installer in order to upgrade the software on their Hagiwara tokens. They can run the installer no matter what version of G/On is currently on the token. For a description on how to make client installers, see the G/On Server Manual.

Issue	Description
0002055	<p>Cannot update client software when there is too little free space on the token</p> <p>When updating client software such as the G/On client itself, other application clients and the Secure Desktop linux image, the packages containing the software are downloaded to a temp folder on the token.</p> <p>However, there may not be enough free space left on the token, so the packages can be downloaded.</p> <p>Workaround:</p> <p>Use the management client for deploying an updated package collection to the token. Note: This will reset the registration of which packages are installed on the token.</p>
0002314	<p>Welcome message may be disrupted by change password screen</p> <p>In case a “welcome message before first access” is enabled in G/On Setup and Configuration, and the user's password is expired (or about to expire), the change password dialog will be shown first. After finishing the change password dialog, a blank windows is shown instead of the welcome message.</p>
0002103	<p>Zones based on Client IP addresses are not supported when using HTTP encapsulation</p> <p>Use of Zones defined by client IP addresses is not supported, when also using HTTP encapsulation. Clients that connect to the gateway server by use of HTTP encapsulated traffic are reported to the zone detection system as having client IP address: 127.0.0.1 – no matter what their IP address really is.</p>
0002127	<p>Error messages in the log files: RawTunnelendpointAcceptorTCP::aio_close_final.missing_eventhandler</p> <p>These error messages have no significance and can be ignored.</p>

Ipad/iPhone Client

Issue	Description
0002332	<p>Menu actions with tag: AUTOLAUNCH are sometimes not auto launched</p> <p>Only menu actions in the very first menu received by the iOS client are auto launched. In some cases this has the implication that menu actions are not auto launched on iOS, even if they have the tag: AUTOLAUNCH.</p>
0002333	<p>Running out of resources</p> <p>On iOS, the G/On app may under some circumstances return to the red start screen, shortly displaying a message about lack of resources. This may be triggered by other apps on the device using many resources (RAM). But it may also be triggered by RAM consumption of the built-in browser in the G/On app.</p> <p>Workaround:</p> <p>Double click on the “Home” button on the iOS device, and close the other apps by first touching one of them until a red minus appears, and then tapping the red minus.</p>
0002353	<p>When trying to re-connect after a time-out, the message "No servers available" is displayed</p> <p>On iOS, the G/On app will automatically disconnect after having been running in the background for 10 minutes. If it is then later brought to the foreground, it may attempt an automatic re-connect (depending on server settings). This automatic re-connect may, however, happen to fail with the message: “No servers available”.</p> <p>Workaround:</p> <p>Tap on the “Connect” button to try the re-connect again.</p>
DMEGS-52	<p>Menu actions using the intranet icon shows different icons</p> <p>When a menu action uses the intranet icon, the icons shows differently in the Most used/Running G/Apps areas, compared to in the G/Apps menu.</p>

Windows Client

Issue	Description
0001756	<p>The Windows client sometimes crashes when pulling out the token</p> <p>As a workaround for issue 0001755, the DLLs used with G/On are no longer packed together with the G/On client exe file.</p> <p>This has the consequence that DLLs are loaded from the token (by Windows) instead of being loaded from memory.</p> <p>Therefore, it may happen that the Windows client crashes when pulling out the token. The reason is that Windows tries to read a DLL from the token, after it has been removed.</p> <p>Workaround:</p> <p>Exit the G/On client before pulling out the token.</p>
0001884	<p>Lock to process name does not always work on Windows 7 and Vista, 64bit</p> <p>On Windows 7 and Vista, in the 64bit editions, when using "lock to process name" no 64 bit processes will be allowed to connect, only 32 bit processes with the specified name.</p> <p>Workaround:</p> <p>Do not use lock to process name with processes that may be 64 bit</p>

Issue	Description
0001903	<p>G/On Client Uninstaller does not remove all files if G/On Client is in use</p> <p>If the G/On Client is in use, the G/On Client Uninstaller will not remove all files and folders.</p> <p>Workaround:</p> <p>Exit the client and then manually delete the folder which did not get removed. This is the “Installation folder”, which you specified/accepted during the installation. The default installation folder on Windows XP is:</p> <pre>\Documents and Settings\<user name="">\Application Data\Giritech\G-On Client</user></pre> <p>The default installation folder on Windows 7 is:</p> <pre>\Users\<user name="">\AppData\Roaming\Giritech\G-On Client</user></pre>

Mac Client

Issue	Description
0002336	<p>Invalid shortcut file on Mac, after client update</p> <p>After updating/upgrading the client on Mac, the shortcut file for the Mac client application in the root of the USB device may become invalid (error message: No such file). Also, it does not show the G/On icon.</p> <p>Workaround:</p> <p>Remove and re-insert the token.</p>
0001446	<p>During upgrade of the Mac client, the last restart may fail</p> <p>During the update/upgrade of the G/On Client for Mac, the client is automatically restarted several times. The last of these restarts may, however, fail.</p> <p>Workaround:</p> <p>Restart the client, manually.</p>

G/On Management

Issue	Description
DMEGS-30	<p>Slow package download to the management client, through G/On</p> <p>When running the management client through G/On, the package download is very slow.</p> <p>Workaround:</p> <p>Manually copy the GPM files to the folder: gon_client_management_service\win\download_cache</p>

G/On Setup and Configuration

Issue	Description
0001924	<p>Explorer like view appears, when refreshing Welcome page</p> <p>In the "Welcome to G/On Configuration" view, pressing the "here" link after updating license file, may open an explorer like view, showing a folder called "css" and two xhtml files.</p> <p>Workarounds:</p> <ul style="list-style-type: none">• This seems to happen only when there is Internet Explorer 6 (or earlier) on the server. Upgrade to Internet Explorer 8.• Alternatively, you can get the proper view if you close and reopen the welcome page or if you go back and forward a few times using the arrow buttons in the explorer view.
0002341	<p>High memory consumption during upgrade</p> <p>When upgrading from version 5.5.0 and earlier, the generation of the database backup from the version that is being upgraded from may require much RAM. This may lead to the process being very slow, and in some cases, the RAM consumption is so high that the process fails.</p> <p>If the generation of the database backup succeeds, the subsequent restoring of the backup to the new installation (the target version of the upgrade) may also suffer from too much RAM consumption.</p> <p>Workaround:</p> <p>See the separate section on "General Guidelines for all Upgrades" in the beginning of this document.</p>

Issue	Description
2313	<p>Gateway servers on separate machines do not accept user logins when receiving updates from the master installation</p> <p>When a Gateway server is installed on a separate machine, its configuration files are by default updated automatically, when these file have been updated on the master installation. This is true, e.g., for ini files and client software package files.</p> <p>While a gateway server is receiving such updated configuration files, it will not accept user logins. Since the updated client software package files can total several hundred MB, the Gateway server may be unresponsive for logins for a long time. And since all gateway servers are updated as soon as a change has been made, the effect may be that users cannot log in at all for a considerable amount of time, because all Gateway servers are busy receiving the updated files.</p> <p>Workarounds:</p> <ul style="list-style-type: none">• Only update large amounts of package data, when users will not be surprised by the down-time.• Alternatively, make sure that at least one of the Gateway Servers is temporarily cut off from connecting to the Management Server, so it will not receive the update and thus be unresponsive at the same time as the other servers are unresponsive.
DMEGS-18	<p>Build of gateway server installer fails if config service is running</p> <p>When building the gateway server installer, at a newly installed system, the building fails if config service is running.</p> <p>Workaround:</p> <p>Make sure that gon_config_service.exe is not running:</p> <ul style="list-style-type: none">• First stop gon_config, if it is running• Then open Windows task manager, and kill gon_config_service.exe, if it is running.

AD Plugin

Issue	Description
0001695	<p>A maximum of 1000 users and groups can be shown in G/On Management</p> <p>In 5.4.1 and onward, when using the AD plugin to connect to Active directory, only a limited number of users and groups are shown in the Management client. The default (controlled by AD) is 1000. Note that the options "users_returned_limit" and "groups_returned_limit" in the "gon_server_management.ini" file, should always be set to something less than this limit, in order for searches in G/On Management to work properly.</p> <p>Workaround:</p> <p>The limit in Active Directory is called MaxPageSize.</p> <p>See http://support.microsoft.com/?kbid=271088 for information on how to change this property.</p> <p>Alternatively, add the line:</p> <pre>override_max_page_size = True</pre> <p>in the domain section(s) of the file:</p> <pre>gon_management_service\win\plugin_modules\ldap\server_gateway\config.ini</pre>

LDAP Plugin

Issue	Description
0001695	<p>A maximum of 1000 users and groups can be shown in G/On Management</p> <p>When using LDAP to connect to Active Directory, only a limited number of users and groups can be shown in the Management client. The default (controlled by AD) is 1000. Note that the options "users_returned_limit" and "groups_returned_limit" in the "gon_server_management.ini" file, should always be set to something less than this limit, in order for searches in G/On Management to work properly.</p>

Issue	Description
	<p>Workaround:</p> <p>The limit in Active Directory is called MaxPageSize.</p> <p>See http://support.microsoft.com/?kbid=271088 for information on how to change this property.</p>
DMEGS-55	<p>Users and groups in LDAP to AD may not be recognized after upgrade.</p> <p>The default id of users and groups have changed in 5.6. This means that if the default user and group id is used in the installation (i.e. if user and group id are not specified in the LDAP config file), then users and groups are not recognized after an upgrade.</p> <p>This problem exists mainly when upgrading from systems prior to 5.5.0, but can also appear on an upgrade from 5.5.x if the configuration has not been updated since the upgrade, i.e. the change wizard has not been run.</p> <p>Note that the issue only pertains to LDAP connections to Active Directory.</p> <p>Workarounds:</p> <ul style="list-style-type: none">– After upgrading the system, start the change wizard, go the LDAP configuration(s) and update user and group ids to “dn” instead of “objectGUID”– Upgrade the system to 5.5. Run the change wizard on the upgraded system without changing anything. Upgrade from this system to 5.6.

Application Packages and Templates

Issue	Description
0001883	<p>TigerVNC to Mac freezing when "Send clipboard changes to the server" is enabled</p> <p>After establishing a connection to a Mac you can work fine. But if "Send clipboard changes to the server" is enabled and you do a "Copy to clipboard" operation on the client, the VNC window freezes.</p> <p>Workaround:</p> <p>Disable "Send clipboard changes to the server", when you use TigerVNC to connect to a Mac.</p>
0002203	<p>Using Gipie for OWA 2003 causes script error</p> <p>When using the Exchange 2003 OWA through the Gipie browser, a dialog box may be displayed, informing about a script error, and asking whether you want to continue. This is an error in the Exchange 2003 OWA product. It also occurs when running Exchange 2003 OWA in Internet Explorer 9 – however in IE9 the error is by default not shown to the user.</p> <p>Workarounds:</p> <ul style="list-style-type: none">• Click "YES", when asked whether you want to continue.• Use Exchange 2010 OWA, which does not have this script error.

Issue	Description
0002347	<p>Using Gipe for OWA 2010 may cause bogus error messages regarding pop-up windows</p> <p>When clicking on "Create new mail", OWA 2010 will try to open a new window for composing the mail.</p> <p>After a while, the new window is actually opened, but simultaneously, a dialog box is displayed in the original window: "The window couldn't be opened because pop-ups are currently blocked by the browser. Would you like to open the window anyway?"</p> <p>Clicking "Yes" results in the opening of an additional mail composition window, and a new message being displayed in the original window: "No windows can be opened because all pop-ups are currently blocked by the browser. To fix this problem, adjust the pop-up blocking settings for your browser."</p> <p>Workarounds:</p> <ul style="list-style-type: none">• Click "No", when asked whether you want to open the pop-up window. It will be opened in any case.

Fixed Issues

Fixed Issues in Version 5.6.1

General

Issue	Description
DMEGS-100	<p>Support for Citrix XenApp 6</p> <p>The Citrix XML service in XenApp 6 no longer announces the capability: integrated-authentication in response to a 'RequestCapabilities' command, and this causes G/On not to display the Citrix menu actions.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.6.1, and in hotfix 5.6.0-23.</p>
DMEGS-123	<p>Citrix reconnect issue on Windows 8</p> <p>On some Windows 8 installations, the Citrix client reconnects very often. It seems to be due to the Windows network stack, which resets the TCP connection.</p> <p>Workaround:</p> <ol style="list-style-type: none">1) Use wired instead of wireless network or2) Change listening address from 127.0.0.2 to 127.0.0.1 <p>Resolution:</p> <p>In G/On 5.6.1, the default listening address has been changed from 127.0.0.2 to 127.0.0.1</p>
DMEGS-116	<p>Issues with external systems that happen during session startup can cause server crash</p> <p>In some cases, when external systems such as the database become unreachable during authentication/authorization, this can lead to crashes of the G/On Gateway Server.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.6.1, and in hotfix 5.5.1-9.</p>

Issue	Description
DMEGS-70	<p>The HTTP proxy can crash in a way that stops the G/On Gateway Server</p> <p>Broken network connections and other protocol violations can in some cases make the HTTP proxy crash with this error message in the log:</p> <p style="padding-left: 40px;">AttributeError: 'NoneType' object has no attribute 'send_http_response_next'</p> <p>...followed by a shutdown of the server.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.6.1, and in hotfix 5.6.0-20.</p>
DMEGS-104	<p>Cannot move files in a file share enabled by a G/On WebDAV menu action</p> <p>It is not possible to move files in Windows Explorer, connected via a G/On WebDAV menu action to a file share.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.6.1, and in hotfix 5.6.0-20.</p>
DMEGS-99	<p>AppBox traffic is limited by the G/On Gateway Server</p> <p>The traffic control algorithm in the G/On server limits the bandwidth in order to ensure a low latency, and this limits the AppBox traffic unnecessarily.</p> <p>Resolution:</p> <p>The bandwidth limitation has been removed for the DME AppBox client in G/On 5.6.1, and in hotfix 5.6.0-24.</p>

G/On Management

Issue	Description
DMEGS-68	<p>Sorting does not work in User Activity reports</p> <p>Sorting on some of the columns does not work.</p> <p>Columns affected: "User", "Login", "Active"</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.6.1, and in hotfix 5.6.0-20.</p>

Fixed Issues in Version 5.6.0-19

G/On Setup and Configuration

Issue	Description
DMEGS-62	<p>Remote desktop connection from/to a Windows 8 PC cannot be initiated</p> <p>The G/On RDP proxy fails when connecting from/to a Windows 8 PC.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.6.0-19.</p>
DMEGS-54	<p>Gateway servers on separate machines are not updated if there are changes to the gateway server ini file</p> <p>When a Gateway server is installed on a separate machine, its configuration files should by default be updated automatically, when these files have been updated on the master installation.</p> <p>Update of the ini file does, however, produce an error in the current version which prevents the server from uploading both the changes in the ini file and client software package files.</p> <p>The error only occurs when changes have been made in the Change Wizard which affects the gateway server setup.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.6.0-19.</p>

G/On Management

Issue	Description
DMEGS-53	<p>Context menu "Export Selected Rule(s) to CSV" asks the user to open an existing file</p> <p>When trying to export rules to a CSF formatted file, the user is asked to open an existing file, not allowing to save in a new file.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.6.0-19.</p>

LDAP Plugin

Issue	Description
DMEGS-63	<p>Exception from lost ldap connection was not caught</p> <p>In some cases, the connection to LDAP could be lost, without G/On noticing, and reconnecting.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.6.0-19.</p>

Fixed Issues in Version 5.6.0-17

General

Issue	Description
0002338	<p>Missing functionality for manually initiating the "change password dialog"</p> <p>In 5.4.1, it was possible for the user to manually initiate a change of password when presented with the login dialog. In 5.5, this functionality is missing.</p> <p>Resolution:</p> <p>In G/On 5.6.0, a new built-in menu action has been introduced, for initiating the Change Password dialog.</p>
0002361	<p>Log file numbering does not work, above number 0100</p> <p>When there are more than 100 log files, only the most recent log file is kept.. This</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.6.0.</p>

Ipad/iPhone Client

Issue	Description
0002331	<p>Menu actions for other platforms may be auto launched</p> <p>Menu actions which have the tag AUTOLAUNCH may be auto launched on iOS, even if they do not have tag: CLIENTOK. This means that the iOS client may try to auto launch menu actions for e.g. the windows platform.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.6.0.</p>

Windows Client

Issue	Description
0002187	<p>The message: "No servers available at the moment" disappears too quickly</p> <p>When there is no connection to a server, the text "No servers available at the moment" is shown too briefly.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.6.0.</p>

G/On Management

Issue	Description
0002359	<p>gon_client_management_service.exe does not get stopped when the Management Client is stopped by the G/On Client</p> <p>When the Management Client is started through the G/On Client, it also gets stopped by the G/On Client when the G/On Client exits.</p> <p>However, gon_client_management_service.exe, which may have been started by the Management Client, does not get stopped in this case. Instead, gon_client_management_service.exe, keeps running in the background, and may at some time start using many ressources (both RAM and CPU).</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.6.0.</p>
0002128	<p>Management service hangs, when trying to stop it</p> <p>When trying to stop the Management service, from the Windows Services GUI, it may “hang”. This has been observed to happen, if the Management server is in the process of synchronizing files with the Gateway server.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.6.0.</p>

G/On Setup and Configuration

Issue	Description
DMEGS-12	<p>Port number is overwritten in local ini file on Gateway Server</p> <p>After a Gateway server has been installed on a separate machine, it is possible to edit a local ini file and enter a name for the server and also a port that should be used when contacting the management server.</p> <p>However, when the gateway server connects to the management server for the first first time and receives a server sid, which it writes into the local ini file, the section with port number is erased.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.6.0.</p>

Fixed Issues in Version 5.5.1

General

Issue	Description
0002358	<p>Client closes when there is more than one argument to client_ok::IfPlatformIs</p> <p>If a menu action is authorized, which has a tag generator of the form</p> <pre>client_ok::IfPlatformIs(arg1,arg2)</pre> <p>the client closes, and an entry is logged in the Gateway Server log mentioning:</p> <pre>crit tunnel_endpoint(dispatch.error) summary=""tuple' object has no attribute 'lower'"</pre> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.5.1.</p>
0002352	<p>RDP protocol inspection may fail when using non-ascii characters in certain RDP clients</p> <p>When entering non-ascii characters in certain RDP clients, e.g. the iPad RDP client "Jump", the G/On RDP protocol inspection may fail. This results in the client "freezing" and an entry being logged in the Gateway Server log:</p> <pre>crit gon_server_gateway(crash) AssertionError: # <character></pre> <p>where <character> is the non-ascii character entered.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.5.1.</p>

Ipad/iPhone Client

Issue	Description
0002339	<p>iPad RDP client "iTap" provokes RDP protocol error when connecting to PC running Windows XP</p> <p>During connection, the client hangs and an entry is logged in the Gateway Server log:</p> <pre>crit gon_server_gateway(crash) error: unpack_from requires a buffer of at least 208 bytes</pre> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.5.1.</p>

G/On Management

Issue	Description
0002326	<p>Error message when choosing "Remove from G/On users"</p> <p>If you right click on a user and choose "Remove from G/On users" and this user has already been deleted in the external user directory, you will get an error message (the message itself depends on the type of user directory). Afterwards the user will appear to still be registered as a licensed G/On user, even though the user was removed correctly count of licensed G/On users.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.5.1.</p>
0002342	<p>Computer User tokens are not included in the token count</p> <p>Computer User tokens are not included in the token count shown when selecting "License Information" in the "View" menu.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.5.1.</p>

Issue	Description
0002350	<p>Cannot add new token group in the perspective 'User Authentication Policy'</p> <p>If clicking on the + in the 'Token Group' tab in the perspective 'User Authentication Policy', an error is displayed:</p> <p>NoAccessException: Missing Authorization to create data of type 'Personal Token Status (entity)'</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.5.1.</p>
0002357	<p>Old package contents is not removed when a new package collection is installed</p> <p>When a new package collection is installed on a token, either by use of the Management client or a client installer, the meta information for the old packages is deleted, but the package contents is not removed. This may lead to subsequent errors, e.g. in the following scenario:</p> <ol style="list-style-type: none">1. Install the package collection: Basic Packages for Windows2. Install the package collection: Basic Packages for Mac3. Start the Windows client (which has not been removed)4. Upgrade the Windows client – fails because there is no meta information. <p>Resolution:</p> <p>The problem has been fixed in G/On 5.5.1.</p>
0002364	<p>Unnecessary logging to the Management client log files</p> <p>The 5.5.0 Management client writes many unnecessary entries to its log file. This gives rise to many log files, taking up too much space.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.5.1.</p>

G/On Setup and Configuration

Issue	Description
0002365	<p>Failing upgrade of Hagiwara tokens to version 5.5.0 from version 5.4.0 and earlier</p> <p>After upgrading a G/On installation to version 5.5.0, from version 5.4.0 (and earlier), G/On client installations on Hagiwara tokens will start the upgrade process when connected to the upgraded server.</p> <p>However, the upgrade of the G/On client installations on Hagiwara tokens will not complete, and the tokens will be left in a state where they cannot be used.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.5.1.</p>
0002363	<p>Exception: Unknown database type, during upgrade from 5.3.1</p> <p>When attempting to upgrading directly from 5.3.1 to 5.5.0, an error may occur, when clicking on the "Prepare Update" button in the Upgrade Wizard. The error message is:</p> <p>Exception: Unknown database type</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.5.1.</p>

Fixed Issues in Version 5.5.0

General

Issue	Description
0002041	<p>Client update may fail because autorun.inf is locked</p> <p>Update of the G/On Windows client may fail, because the file autorun.inf on the token is locked by another program.</p> <p>This has been seen when updating a G/On Soft Token on an IronKey, and it has been seen with some versions of the F-Secure antivirus.</p> <p>Resolution:</p> <p>In G/On 5.5.0, autorun.inf is no longer included in the package definition: gon_client-current-win.gpmdef.xml. Instead it is assumed to already be present on all tokens, except the Hagiwara tokens. For the Hagiwara tokens, two special package collections have been defined, that include the autorun.inf file.</p>
0002078	<p>Cannot enroll computer user token on PC with a name with a non-ascii character</p> <p>If a PC has non-ascii characters in the computer name, it is not possible to enroll a G/On Computer User Token on this PC. Trying to do so will give rise to an error:</p> <p>Enrollment of this token failed. Message from server: 'Internal error during enrollment - details are logged on server'</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.5.0.</p>

Issue	Description
0002080	<p>Too high latency through G/On, when client connection has low bandwidth</p> <p>When the connection between G/On client and gateway server has low bandwidth, traffic through G/On may be extraordinarily delayed. This has been observed with RDP traffic through G/On, in cases fulfilling both of the following conditions:</p> <ul style="list-style-type: none">• The bandwidth from gateway server to client was around 1Mbit - or less• Animations/movies were shown on the remote desktop <p>Resolution:</p> <p>The problem has been reduced considerably in G/On 5.5.0. However, latencies up to 5 seconds may still occur in extreme situations where the connection has very low bandwidth, and animations or movies are shown on the remote desktop. In these cases, closing the animation/movie should resolve the issue.</p>
0002087	<p>Gateway Server may "hang", if connection to SQL-Server database is lost</p> <p>If the G/On Gateway Server is connected to an SQL-Server database, which stops responding, the Gateway Server may enter a state where it still runs, but cannot serve traffic and logins.</p> <p>The Gateway Server log may contain a message like this:</p> <p>[HYT00] [Microsoft][ODBC SQL Server Driver]Timeout expired (0) (SQLDriverConnectW)</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.5.0.</p>
0001944	<p>Long delay from login till the user gets the menu</p> <p>In some configurations, with many authorization rules, it may take a long time before the user gets the menu of authorized actions.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.5.0.</p>

Issue	Description
0001961	<p>Messages: (OperationalError) database is locked in Gateway Server log</p> <p>Messages of type “crit crash” mentioning “(OperationalError) database is locked” may appear in the gon_server_gateway.log.</p> <p>The messages can be ignored, as there are no significant implications of these database locks.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.5.0.</p>
0002072	<p>Case sensitive login</p> <p>In the login dialog the user name must be specified with the right casing, which is usually not expected for AD users.</p> <p>Furthermore if the AD dns name is specified as ABC.com in the setup of the system, then the user name must also be specified with this casing, e.g.: user@ABC.com. This is also unexpected for the users.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.5.0.</p>
0002114	<p>Excessive memory consumption in the Gateway Server under special circumstances</p> <p>Under special circumstances, the Gateway Server may consume excessive amounts of RAM. This may be triggered when having a large number of Computer User Tokens.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.5.0.</p>

Issue	Description
0002115	<p>Gateway Server may crash under special circumstances</p> <p>Under special circumstances, the Gateway Server may crash. This may be triggered by the use of Citrix XML connections to a Citrix server which is slow in responding.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.5.0.</p>
0002116	<p>Failure to connect through RDP connections with server side SSO, after installing Windows 7 SP1</p> <p>After installing Windows 7 SP1 on the client PC it may be experienced that it is no longer possible to connect to certain Terminal Servers. The problem has been seen with Windows Server 2008 and 2008 R2, but not with Windows Server 2003.</p> <p>This is caused by Microsoft no longer fulfilling their own specification of the RDP protocol. So the G/On RDP protocol inspection fails to parse the data. Unfortunately this was missed in Giritech's review of a pre-release of Windows 7 SP1.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.5.0.</p>
0002117	<p>Error message in menu items for Citrix XML connection: ...'ascii' codec can't encode character</p> <p>When a Citrix farm has a non-ascii character in its name, the menu items shown to the user for Citrix XML connections to this farm may contain an error message:</p> <p>...'ascii' codec can't encode character ... ordinal not in range(128)</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.5.0.</p>

G/On Setup and Configuration

Issue	Description
0001980	<p>Change wizard may hang for certain SQL server configurations</p> <p>If the username/password/hostname in the SQL server setup contains '@' or ':', the change wizard may "hang" after clicking on 'Prepare System Change' and 'Next'.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.5.0.</p>
2056	<p>Specifying port number for SQL Server host does not work</p> <p>When specifying a port number in the "Server" field of the SQL Server database setup, clicking on "Test connection" results in an error '08001' from the Microsoft ODBC SQL server driver.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.5.0.</p>
0002057	<p>Changing SQL Server database configuration may fail to take effect</p> <p>If you change something in SQL server configuration using the Change Wizard, and the database connection test fails with the new settings, then the Change Wizard will continue without reporting an error and the new settings will not be saved.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.5.0.</p> <p>Note:</p> <p>Changes to the SQL server configuration should under normal circumstances only involve username, password and encoding. You cannot create a new G/On database using the Change Wizard.</p>

Issue	Description
0002058	<p>Database is unintentionally created by the "Test Connection" button in the Change wizard</p> <p>As a side-effect of clicking the "Test Connection" button in the Change Wizard, a new database will be created, if the database specified does not exist.</p> <p>This may be confusing, because the new database is empty and cannot immediately be used as a G/On database.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.5.0.</p> <p>Note:</p> <p>You cannot create a new G/On database using the Change Wizard.</p>
1722	<p>There is no GUI for configuring multiple LDAP and AD directories</p> <p>Multiple LDAP and AD directories can be configured by manually editing the ini files, but there is no GUI for this.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.5.0.</p>

G/On Management

Issue	Description
1704	<p>IntegrityError column user_login is not unique</p> <p>All users, which are referred to in G/On decision rules, are automatically “cached” in the G/On database. They remain in the cache, even if the rules that refer to them, are deleted.</p> <p>In this cache, it is not allowed to have two users with the same login name.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.5.0.</p>
0002051	<p>Error when updating rules involving LDAP users or groups with non-ascii characters in the DN</p> <p>When a rule refers to a user, group or organizational unit from an LDAP user directory, and the DN of that user, group or organizational unit includes non-ascii characters, attempts to update the rule will result in the error:</p> <pre>UnicodeEncodeError: 'acsii codec can't encode character ...</pre> <p>This could happen, e.g., when trying to toggle the activation status of a personal token rule.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.5.0.</p>
0001922	<p>No Automatic refresh of Menu structure element panes</p> <p>When a menu action is created or changed, the Tag and Menu Action panes in Menu Structure Management are not refreshed automatically.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.5.0.</p>

Issue	Description
0001770	<p>No error message in Management Client, when there are errors in templates</p> <p>When there is an error in a template, this is written to the management server log, but it is not displayed to the user of the management client.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.5.0.</p>
0002070	<p>No variables with AD properties for use in launch specs</p> <p>In version 3.6, a chosen group of AD properties were available for use in launch strings. The same should be possible in version 5.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.5.0.</p>
0001715	<p>Opening Menu Actions for edition is slow</p> <p>When opening a menu action in the perspective for User Action Authorization, it may take a long time before it is actually shown.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.5.0.</p>
0001958	<p>Fetch of many elements is slow</p> <p>It may take a long time to open perspective which shows many elements or rules. During this, the management client is unresponsive.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.5.0.</p>

Issue	Description
0001557	<p>Missing "Cancel" button in Token Software Management</p> <p>When installing packages to tokens, there is no cancel button.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.5.0.</p>
0001558	<p>Missing scroll bar in Token Software Management</p> <p>The contents of large package collections (e.g. the collection of all Windows packages) cannot be read because there is no scrolling possible.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.5.0.</p>

Application Packages and Templates

Issue	Description
0001694	<p>Filezilla crashes on Mac OS 10.4</p> <p>FileZilla version 3.2.7 does not work on Mac OS 10.4.</p> <p>Reason: Incompatible library version: filezilla requires version 7.0.0 or later, but libconv.2.dylib provides version 5.0.0</p> <p>Resolution:</p> <p>Mac OS 10.4 is no longer supported.</p>
0002088	<p>Cannot launch Citrix application with non-ascii character in the application name</p> <p>When selecting a G/On menu action made from the template: "Windows Citrix XML Service", or "Windows Citrix XML Service Auto Settings", the user may receive an error message if the Citrix application to be launched has a name with a non-ascii character.</p> <p>The error message may mention a corrupt ICA file, where a certain key has no associated value.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.5.0.</p>

Issue	Description
0002089	<p>Missing settings in win_mstsc and win_mstsc_rdp_con templates</p> <p>The template win_mstsc and the experimental template win_mstsc_rdp_con do not have fields for the following settings:</p> <ul style="list-style-type: none">• Use all monitors (Win 7, Server 2008 and later)• Display Connection Bar, when in Full Screen• Show Desktop Background• Show Font Smoothing• Allow Desktop Composition• Show Window Contents while Dragging• Show Menu and Window Animation• Show Visual Styles• Show Cursor Blinking• Enable Persistent Bitmap Caching <p>Resolution:</p> <p>The problem has been fixed in G/On 5.5.0.</p>
0002090	<p>Remote Desktop Connection on Mac cannot connect to Terminal Server on Windows 2008R2</p> <p>When using a menu action based on the experimental template: "Mac RDC, with Server Side SSO" (mac_rdc_rdp_con.xml), and connecting to a terminal server running on Windows 2008R2, the connection may fail, with the following error being reported to the user:</p> <p>Remote Desktop Connection cannot verify the identity of the computer that you want to connect to...</p> <p>The window, which presents this error, does not give the user the option of ignoring the error. When clicking the "Ok" button, no connection is established.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.5.0.</p>

Issue	Description
0002158	<p>Starting GTSC may yield error 193: “%1 is not a valid Win32 application”</p> <p>This issue concerns menu actions created from the templates:</p> <ul style="list-style-type: none">• Windows GTSC• Windows GTSC My PC <p>If the path to gtsc.exe contains a blank, then selecting the menu action will lead to an error which is recorded in the report: Usage Error Log. The error is number 193, and has a description in the local language of the client PC. In English it reads:</p> <p><code>%1 is not a valid Win32 application</code></p> <p>The error is likely to occur when the G/On client is started from Computer User Tokens, since these by default are installed in a folder with a blank in the name.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.5.0.</p>

Fixed Issues in Version 5.4.1

General

Issue	Description
1939	<p>Slow download of packages to SoftToken on IronKey</p> <p>When a G/On Soft Token is stored on the encrypted partition of an IronKey, the download of G/On packages to the token may take up to 3 times as long as manually copying the packages to the token.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.4.1.</p>
0001990	<p>AdminMessageSinkBase.dispatch.error in Gateway Server log</p> <p>Messages of type AdminMessageSinkBase.dispatch.error mentioning “UnicodeDecodeError: 'ascii' codec can't decode byte...” may appear in the gon_server_gateway.log.</p> <p>The messages can be ignored, as there are no significant implications.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.4.1.</p>
0001991	<p>Access_log_close.session_do_not_exist error in Gateway Server log</p> <p>Messages of type Access_log_close.session_do_not_exist error may appear in the gon_server_gateway.log.</p> <p>The messages can be ignored, as there are no significant implications.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.4.1.</p>
0001992	<p>"Insufficient authorization" is not displayed long enough time</p> <p>If the user does not get access to any menu actions, a notification is displayed to the user, and</p>

Issue	Description
	<p>then the client is closed fairly quickly thereafter, so the user may not get enough time to read it.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.4.1.</p>
0001993	<p>Slow copying software to token during package installation</p> <p>Installing packages to a token can be considerably slower than simply copying the files, using the OS' copy functionality. This can occur during package installation and update and also during field installation.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.4.1.</p>
0001996	<p>Missing error message when Citrix Servers are not available</p> <p>When choosing a menu item for starting Citrix, and the Citrix server is not available, the notification: "Waiting for Citrix Server" is displayed, and then nothing more happens.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.4.1.</p>
0001998	<p>G/On Client Launcher may crash</p> <p>On some PCs with Windows OS, the G/On launcher program, located in the root folder of the tokens, may crash.</p> <p>Workaround:</p> <p>Go to the folder: gon_client\win and start the program: gon_client.exe</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.4.1.</p>
0002000	<p>Gateway server crash - too many file descriptors in select()</p>

Issue	Description
	<p>The Gateway server may crash with messages in the log: "ValueError: too many file descriptors in select()". This happens when many users are connected, using HTTP encapsulation.</p> <p>Workaround:</p> <p>Disable HTTP encapsulation, or set up the system so HTTP encapsulation will not be used so often.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.4.1.</p>
0002001	<p>Computer User Token is not recognized after field enrollment</p> <p>On some PCs it may happen that after successful enrollment of a Computer User Token, when the user logs in, the notification "Insufficient Authorization" is displayed.</p> <p>When this happens, an entry is also written to the Gateway server log, mentioning: "Requested serial not found in the database".</p> <p>Workaround:</p> <p>Enroll an additional Computer User Token on the PC, and use that. (only the first token will have the problem.)</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.4.1.</p>
0002012	<p>Computer User Token cannot be uninstalled</p> <p>On some PCs it may happen that a Computer User Token cannot be uninstalled, because the token is incorrectly registered in the Windows registry so the uninstaller cannot find it.</p> <p>Workaround:</p> <p>Correct the entry in the Windows registry (The casing of the drive letter of the installation folder is incorrect). Or use the uninstaller program from 5.4.1, when that becomes available.</p>

Issue	Description
	<p>Resolution:</p> <p>The problem has been fixed in G/On 5.4.1.</p>
0002027 0002029	<p>Gateway Server crash if no access to SQLserver</p> <p>If G/On is configured to use SQLserver and there is no access to the SQLserver service, the Gateway server may crash.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.4.1.</p>
0002032	<p>Memory leak on Gateway Server</p> <p>The RAM memory consumption of the Gateway server may increase to a level where the server machine starts swapping and performing badly.</p> <p>Workaround:</p> <p>Restart the Gateway Server service.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.4.1.</p>
0002039	<p>Error connecting to Citrix XML service, if using fully qualified login name</p> <p>When using a fully qualified G/On login name, e.g., nn@company.com, the login to Citrix XML service fails.</p> <p>In the Gateway server log, the failure is documented with message=Error connecting to XML service.</p> <p>Workaround:</p> <p>Do not use fully qualified login names.</p> <p>Resolution:</p>

Issue	Description
	The problem has been fixed in G/On 5.4.1.
0002040	<p>Gateway server may stop if portforward server side fails to connect</p> <p>In some cases, if a portforward cannot connect to the specified application server, this may lead to the Gateway server stopping at some later time.</p> <p>Workaround:</p> <p>Correct the portforward or application server issue, and then restart the Gateway server.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.4.1.</p>

G/On Setup and Configuration

Issue	Description
0001936	<p>Error during Software Packages (GPM) Generation: Unable to generate checksum</p> <p>If the G/On Management client is running on the server, Software Packages (GPM) Generation in the G/On Configuration client will give the following error:</p> <pre>Error: Unable to generate checksum for ...</pre> <p>It happens because one of the packages to be generated contains the Management client files, and one of these gets locked, when the Management client is running.</p> <p>Workaround:</p> <p>Exit G/On Management client (if running on the server), before starting to generate packages.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.4.1.</p>

G/On Management

Issue	Description
0001807	<p>G/On Management may hang while finishing installation of package collection "Secure Desktop"</p> <p>During installation of package collection "Secure Desktop" to a SoftToken, the Management client hangs in the very last stage, with the progress info showing 100%.</p> <p>Workaround:</p> <p>Close the management client, and start it again. Then install the collection to the token.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.4.1.</p>
0001734	<p>Feedback re. progress of token software management mentions wrong token</p> <p>In token software management, during installation of a package collection to a token, the progress info at the bottom right may show an incorrect token id.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.4.1.</p>
0001736	<p>No way to see the current serial number of a MicroSmart token</p> <p>If enrolling a token, and then later opening the "Add a new token" window, to view the serial number of a different token, the window shows the serial number of the last token that was enrolled - not the serial number of the token that is actually in the PC.</p> <p>Clicking the "Refresh" button does not help.</p> <p>Workaround:</p> <p>Restart the management client. Alternatively, kill the gon_client_management_service.exe process in task manager, and then click the "refresh" button.</p>

Issue	Description
	<p>Resolution:</p> <p>The problem has been fixed in G/On 5.4.1.</p>
0001976	<p>Cannot enroll more than one token using the management client</p> <p>After enrolling one MicroSmart token, and inserting a second one, the “Enroll” button is greyed out, so you cannot enroll the second token. It does not help to click the “refresh” button.</p> <p>This is because the gon_client_management_service caches information about the previous token, and this is not cleared, when you click the “refresh” button. So the management client thinks that the previous token is inserted, and since this is already enrolled in the server, the “Enroll” button is greyed out.</p> <p>Workaround:</p> <p>Restart the management client. Alternatively, kill the gon_client_management_service.exe process in task manager, after the first token has been enrolled, and then click the “refresh” button.</p> <p>Also, instead of using the management client, the field enrollment process can be used for enrolling tokens.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.4.1.</p>
-	<p>The “Enroll” button is grey, when trying to enroll a Computer User Token</p> <p>In 5.4, it is possible to use the G/On Management Client to enroll a computer user token, that has been installed but not enrolled. This is done by running the G/On Management client, through G/On, on the PC where the computer user token has been installed, and then using the “Add token” function.</p> <p>However, if the system has been upgraded from 5.3, and the menu action for starting the G/On Management client was made before the upgrade to 5.4, this does not work. The “Enroll” button will be grey and cannot be clicked.</p> <p>Workaround:</p> <p>The menu action to start the G/On Management client must be manually updated, to enable this functionality. See the Upgrade Notes in the beginning of this document.</p>

Issue	Description
	Resolution: The problem has been fixed in G/On 5.4.1.

AD Plugin

Issue	Description
0001599	<p>Bad performance when opening user or group pane for very large AD's</p> <p>When opening the user or group element pane in a setup where the AD has a large number of users/groups, the Management client may “hang” for a long time.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.4.1. The AD plugin now by default only returns a maximum of 1000 users or groups by default. See issue 0001695 above, regarding ways of changing this limit.</p>
0001116	<p>Error fetching group membership information</p> <p>In some installations, the local system account running the Gateway Server may not have sufficient privileges for reading user group memberships.</p> <p>Resolution:</p> <p>Make sure that the account under which the Gateway Server service is running has sufficient privileges, as described in the Setup and Configuration Reference.</p> <p>Alternatively, it is possible to use a new, but not fully tested, way of finding group memberships, which has been developed for 5.4.1. In order to activate it, the following line must be added to the <code>gon_server_gateway_service\win\plugin_modules\ldap\server_gateway\config.ini</code> file:</p> <pre>use_query_for_group_members = False</pre> <p>in relevant domain section(s)</p>

Reports

Issue	Description
0001899	<p>Report: "Amount of usage" shows different results, depending on the client machine</p> <p>It may happen on some client PCs that the amount of usage reported is up to 24 hours larger than the actual usage.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.4.1.</p>
0001911	<p>User name gets truncated in "Latest User Authorization" report</p> <p>In the "Latest User Authorization" report, the user name in the headline may get truncated.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.4.1.</p>

Application Packages and Templates

Issue	Description
0001920	<p>Menu actions of type 6 (Experimental RDP Connection) may buffer too much data from the Remote Desktop server</p> <p>When using the experimental templates:</p> <ul style="list-style-type: none"> • Linux rdesktop, with server side SSO • Mac RDC, with Server Side SSO • Windows MSTSC, with Server Side SSO <p>the user may experience slow responses, and screen updates that are not smooth.</p> <p>This occurs when the RDP server is generating data (screen images) faster than can be delivered to the RDP client. For instance, when the bandwidth between G/On client and server is limited, and/or high high-quality graphics are streamed from the RDP server (video watching etc.).</p> <p>In such cases the screen images may get buffered on the G/On server and delivered with delay to the RDP client.</p> <p>Workaround:</p> <p>Setup and use the RDP connection i a way that does not make the RDP server produce so much data. For instance, switch to a lower graphics mode, do not use applications on the RPD server with video playing, animations, etc. If the delay gets too big in a session, close windows that have quickly changing contents, and wait a while to allow the buffered screen images to be transmittet, and the buffer getting emptied.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.4.1.</p>
0001977	<p>win_mstsc and win_mstsc_rdp_con templates do not support the screen mode: Windowed</p> <p>The template win_mstsc and the experimental template win_mstsc_rdp_con give the impression of supporting non-fullscreen, i.e. windowed sreen mode. This is a mode where a fixed screen size is chosen on the host, which may be different than the actual client screen size. Because of the difference in sizes, the remote desktop is always shown in a separate window.</p>

Issue	Description
	<p>However, due to an error in the templates, they always implement fullscreen mode, even if the option "Fullscreen: No" has been chosen. So they do not support "Windowed" screen mode.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.4.1.</p>
0001979	<p>Menu actions with multiple port forwards do not launch the command in the Command Field</p> <p>It is possible to make menu actions that start more than one port forward, for instance by using the generic template for mail ports. This works fine, for making port forwards that do not start any application client.</p> <p>But menu actions with more than one port forward are currently not able to start an application client, even if the correct command has been specified in the Command field.</p> <p>Workaround:</p> <p>Make two separate menu actions:</p> <ol style="list-style-type: none">1. a menu action, which makes the port forwards (auto launched), and2. a menu action, which starts the client program (manually launched) <p>Resolution:</p> <p>The problem has been fixed in G/On 5.4.1.</p>

Fixed Issues in Version 5.4.0

General

Issue	Description
0001701	<p>When a user logs in, other users may experience a 1-2 seconds “Freeze”</p> <p>When a user logs in, this may cause the server to “hang” for 1-2 seconds.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.4.0.</p>

G/On Management

Issue	Description
0001609	<p>Token Software Management may hang, while downloading package</p> <p>It may happen that Token Software Management hangs, after it has downloaded a part of a package. This has been seen for very large packages, when running the Management client remotely, through G/On.</p> <p>Workaround:</p> <p>Copy the GPM file manually from the Management Server folder:</p> <pre>gon_server_management_service\win\gpm\gpms</pre> <p>to the following folder, next to where the Management client is (e.g., on the token):</p> <pre>gon_client_management_service\win\download_cache</pre> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.4.0.</p>
0001699	<p>Package installer does not select newest version of package when installing a collection</p> <p>If two versions of a package exist in the Management server folder for packages:</p> <pre>gon_server_management_service\win\gpm\gpms</pre> <p>the installation of a package collection (using the Management client) may result in the older of the package versions being installed.</p> <p>Workaround:</p> <p>Manually delete the all but the newest version of the GPM file from the Management server folder:</p> <pre>gon_server_management_service\win\gpm\gpms</pre> <p>Thereafter, re-generate packages and re-start the Management client.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.4.0.</p>

Application Packages and Templates

Issue	Description
0001645	<p>TightVNC from PC to Mac freezes</p> <p>After establishing a connection to a Mac, you can work for some time, but suddenly the TightVNC viewer freezes - typically after having had some other window in the foreground. Both 10.5 and 10.6 have this problem.</p> <p>Other VNC implementations: RealVNC, UltraVNC, TigerVNC all show this behaviour - however, TigerVNC seems to freeze less frequently.</p> <p>Others have reported the same problem on the internet.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.4.0.</p>
0001700	<p>Windows mstsc template does not work on Windows 7 and Vista 64 bit versions</p> <p>On the 64 bit version of Windows Vista and Windows 7, the launch of menu actions based on the "Windows mstsc template" do not work properly. The error message says that the parameter file is invalid.</p> <p>Note:</p> <p>When upgrading from 5.3, some manual steps are necessary, if you want to fix menu actions that were made before upgrading. See the section on upgrade notes.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.4.0.</p>

Fixed Issues in Version 5.3.1

General

Issue	Description
0001714	<p>False virus alert regarding gon_hagi.exe</p> <p>When running or updating the G/On client, some antivirus systems may give an alert to the user, concerning the file: gon_hagi.exe – even though there definitely is no malware in this file, in the release from Giritech.</p> <p>Workaround:</p> <p>The file is not used in the current release, and can be removed without affecting the functionality of G/On. Either remove the file from this folder on each of the individual tokens:</p> <pre>gon_client\win\plugin_modules\hagiwara\client_runtime</pre> <p>or remove it from the folder on the server:</p> <pre>gon_client\win\plugin_modules\hagiwara\client_runtime</pre> <p>After removing it from the server, increase the field “version_release” in the file:</p> <pre>gon_client-current-win.gpmdef.xml</pre> <p>located in the server folder:</p> <pre>\gon_server_management_service\win\gpm\gpmdefs</pre> <p>Then re-generate packages and remove the old package from:</p> <pre>gon_server_management_service\win\gpm\gpms</pre> <p>Now, users can update their client to a version that does not contain the file, and new tokens prepared with software in the Management client will get the updated client.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.3.1. The file gon_hagi.exe is no longer included in G/On</p>
0001717	<p>Problems with Http encapsulation</p>
0001718	<p>On the server side, certain situations may cause the Gateway server to terminate when Http encapsulation is enabled. The log shows an error in “ToH”.</p>

Issue	Description
	<p>On the client side, Http encapsulation may also cause a problem. If the client cannot connect to the server at all (neither directly, nor through Http encapsulation), the client may terminate in such a way that Windows puts up a dialog box informing that "G/On client for Windows has encountered a problem and needs to close – Please tell Microsoft about this problem". In this case, the client does not inform the user that "No servers are available".</p> <p>Workaround:</p> <p>Disable Http encapsulation will prevent the problem from arising on the server side.</p> <p>In order to prevent the problem on the client side, it is moreover necessary to also re-enroll the tokens.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.3.1.</p>
0001755	<p>Windows client sometimes crashes on Windows Server 2008 and some Vista and 7 installations</p> <p>The Windows client sometimes crashes when being started on Windows Server 2008. It also sometime crashes on Windows Vista and Windows 7 (this has been observed, especially in Germany).</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.3.1.</p>
0001728	<p>Windows message: "Do you want to scan and fix G/On?"</p> <p>When plugging in a G/On 5 token on Windows Vista, the user may be presented with a prompt: "Do you want to scan and fix G/On?".</p> <p>This is caused by the token having been removed at an earlier time, while a file was open for writing. For instance, this could be the gon_client.log file.</p> <p>Note:</p> <p>Answering "Yes, Scan and fix" to the question above may not be sufficient to actually fix the error. To fix the error, run the following command in a command prompt (assuming that it has drive letter</p>

Issue	Description
	<p>E:)</p> <pre>chkdsk E: /f /v</pre> <p>Workaround:</p> <p>To avoid open log files, disable logging in the client. To do this, insert the following lines in the file <code>\gon_client\win\gon_client.ini</code>, on each token:</p> <pre>[log]</pre> <pre>enabled = False</pre> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.3.1. The G/On client now closes the log file after each write, so the problem should occur less often. Note, however, that it may happen, e.g. if other files residing on the token are open when the token is pulled out. Note also that it may be necessary to run the <code>chkdsk</code> command mentioned above, to fix tokens, that already have this error.</p>

G/On Management

Issue	Description
0001727	<p>Old file: gon_in_use_mark blocks from re-enrollment and token software management</p> <p>When a G/On client is running, it creates a file: gon_client\gon_temp\gon_in_use_mark</p> <p>The file is automatically deleted when the client exits, and it also has a time stamp in order to discover old files, that for some reason have not been deleted.</p> <p>However, the time stamp functionality does not always work, so there are cases where an old gon_in_use_mark file has the consequence that the token does not show up in the list of tokens for enrollment and management of token software.</p> <p>Workaround:</p> <p>Delete the file: gon_client\gon_temp\gon_in_use_mark</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.3.1.</p>

AD Plugin

Issue	Description
0001757	<p>Pre-Windows 2000 user names are not accepted for login</p> <p>In AD, there may be defined a so-called pre-windows 2000 user name, for some users. This user name may be different from the "normal" user name.</p> <p>G/On does not accept the pre-Windows 2000 user name in the G/On login prompt.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.3.1. G/On now accepts the pre-Windows 2000 user name in the G/On login prompt.</p>

LDAP Plugin

Issue	Description
0001696	<p>Error if "." is used in LDAP Directory name</p> <p>If the directory name contains a period, users cannot be edited and it will not be possible to make rules referring to the users and groups in the LDAP user directory.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.3.1.</p>

G/On Secure Desktop

Issue	Description
0001709	<p>Error: “Bootable devices can only be created on Windows”</p> <p>When trying to install or update a package by using the G/Update menu actions in the linux client of a G/On Secure Desktop, the following error is displayed:</p> <pre>Bootable devices can only be created on Windows</pre> <p>Because of the error, it is not possible to update or install any package when running on the G/On Secure Desktop.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.3.1.</p>

Application Packages and Templates

Issue	Description
0001713	<p>Citrix Web templates only work with Citrix Web Interface version 4.6</p> <p>All Citrix Web templates work with Citrix Web Interface version 4.6 – but not with Citrix Web Interface 5.</p> <p>Workaround:</p> <p>Create a Citrix Web Interface version 4.6, for use with G/On. There have been different reports as to whether this can co-exist with Citrix Web Interface version 5, on the same server. Some say it can, others say that the two versions must be installed on separate servers.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.3.1. The G/On Citrix integration has been extended to and tested with XenApp 5 Feature Pack 2.</p>
0001716	<p>Error regarding Windows domain in the templates: linux_rdesktop and linux_rdesktop_my_pc</p> <p>In the template: Linux rdesktop, the field "Command" contains a command line option:</p> <pre>-d '%(user.domain) '</pre> <p>This should have been:</p> <pre>-d '%(user.netbios) '</pre> <p>When using the template, this has the consequence that single sign-on does not work: the user name gets prefixed with fully qualified domain name instead of the netbios domain name.</p> <p>Workaround:</p> <p>When using the template, change the command line option as described above</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.3.1.</p>
0001720	<p>Variables %(user.domain) and %(user.netbios) do not get defined when</p>

Issue	Description
	<p>using LDAP</p> <p>When using LDAP access to the user directory, the variables %(user.domain) and %(user.netbios) do not get defined - even if using LDAP to contact an AD.</p> <p>This has the consequence that single sign-on does not work in the templates:</p> <ul style="list-style-type: none"> * mac_rdc * mac_rdc_my_pc * mac_fz * win_gtsc * win_gtsc_my_pc * win_fz * linux_rdesktop * linux_rdesktop_my_pc * linux_fz <p>... and the pre-filled in domain the following template also does not work:</p> <ul style="list-style-type: none"> * win_mstsc <p>Workaround:</p> <p>Edit the file: gon_server_gateway_service\win\plugin_modules\ldap\server_gateway\config.ini</p> <p>Locate the section: [directory ...] and add the following lines to this section, with appropriate values inserted for domain and netbios names:</p> <pre>domain = mydomain.com netbios = MYDOMAIN</pre> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.3.1. The domain and netbios variables can now be defined in the GUI of the G/On Configuration program, when configuring the use of LDAP.</p>
0001721	<p>In RDC templates, the field "Logon to (domain/server name)" does not work</p> <p>In the templates, mac_rdc and mac_rdc_my_pc, values entered into the field "Logon to (domain/server name)" are not actually used.</p> <p>Instead, the variable %(user.domain) is always used.</p> <p>Workaround:</p> <p>When using these templates, make the following change in the default contents of the field "RDC parameter file template":</p>

Issue	Description
	<p>change %(user.domain) to %(custom_template.domain)</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.3.1.</p>
0001741	<p>GTSC template cannot handle user name with blanks</p> <p>The GTSC template cannot handle user name with blanks, because the command line parameter for the user name is not enclosed in quotes.</p> <p>Resolution:</p> <p>The problem has been fixed in G/On 5.3.1.</p>